

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Owen, et al.	Examiner:	Sterrett
Serial No.:	09/577,658	Group Art Unit:	3623
Filed:	May 25, 2000	Docket No.:	20009.0034US01 (BS99-199)
Title:	SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS AND RELATED INFORMATION		

AMENDMENT

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

The Applicants sincerely thank the Examiner for the thorough examination given in this case and for the telephonic interview held on November 13, 2006 to discuss the above-referenced application. In response to the final Office Action mailed August 15, 2006, the Applicants respectfully request entry of the following amendments and consideration of the following remarks addressing all points raised by the Office Action as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 7 of this paper.